

9/11/23 General Counseling Meeting

General Counseling Updates:

- Website updates
 - Working on FAQs + general information, Updated faculty list (need to include Mari, hours updated)
- ConexED updates
 - Changed transcript evaluation from 30 minutes to 1 hour
 - Please make sure to mark no shows and putting times on telephone appointments
 - Inputting emails - we need to track all of our numbers- this counts as virtual counseling
 - Cannot change reason code information- done by all of Peralta - Edwin mentioned COA was able to do this- will look into this
- We are working on a refresher for part time counselors. What do you feel needs to be included on the PowerPoint? What mistakes or concerns have you noticed?
 - Sequence of COSER- specific time and courses of classes
 - Make sure adjuncts know how to pull from drop-in
 - Checking prereqs for programs
 - Going over catalog + milestone clearances
 - Certificates in catalogs - website vs catalog
 - Transfer (transfer website + connecting with reps)
 - Extended deadlines for CSU
 - Brief description of categorical programs
- We will be recording the guest speaker portion of the meeting if the guest speaker agrees

Dean's Corner:

- Mari is new part timer counselor for General Counseling- Introductions made with group
 - Mari (introduced)- new to counseling, but has experience in mental health counseling- 1 child - excited to be part of the team
- Congrats to Veronica Castro for SAS tenure track position
- Current FTES numbers were shared- Target is 1,612 FTES, currently at 1,317, but numbers can still go back after more roasters are turned in.
- October 18- mid flex day- counseling office is closed, professional development day and FT are expected to attend
- Unsure if Spring is Free at this point

- **Peak Enrollment Feedback**

- **Group Feedback:**

- What worked well with peak registration for general counseling?
 - Everyone was on drop-in/few appointments, moved things faster- everyone had all hands on deck
 - Coverage was well - students were seen fast with limited wait times
 - Having the welcome center right there- accessible to students - helpful resources
- How can we improve peak registration for general counseling?
 - Publicity - make sure student's feel welcomed at all points. Make sure to advertise all for services
 - Areas that have programs- need to have program time (designated time just to catch up on emails/programs)
 - Have a counselor at the front desk (triage) - for clearing classes, quick questions. Or develop a form for quick clearances like excess units or prereqs. The counselor would have time blocked off the schedule to do these.
 - Make sure to check off the student in personal office, not waiting to go up front
 - Maybe cut peak to 1.5 weeks
 - Students come in for multiple reasons and do not tell the front desk and have more things to do in drop-in
- Lisa- issue with not doing financial aid appeals right away- students will not get their money and it is a bigger issue. Also privacy concerns at the front desk. Students have to disclose sensitive information.

- **Share Chair Feedback:**

- What worked well with peak registration for general counseling?
 - Good balance of in-person and online counselors
 - Having counselors all on drop-in felt like the work was shared and did have the students waiting long periods to see a counselor, but we need better screening at the front desk
- How can we improve peak registration for general counseling?
 - The way we pull students - checking them off before we leave the office instead of pulling them in the lobby
 - Reserving appointments as "blocked events" that front desk and FT counselors can book if they feel it is a needed appointment. If nothing is booked, counselor remains on drop in

- Reserving 30 minutes each day as “prep” so we have time to answer emails- PT and FT counselors
- Did you feel like the schedule for peak met student's needs? Please describe why or why not?
 - Low turnout of students past 5pm Monday-Wednesday
 - Fridays for peak being until 4pm
 - Not having as many virtual drop ins the second week of school- going to appointments more
- **Share anonymous feedback survey**
 - 4 responses - 3 positive (other one stated peak felt harder)
 - Comments:
 - Generally agreed drop-in worked, but 1 stated it felt harder and that they were not feeling supported by other departments during quick drop-ins- stated appointments were needed (conversation turned to having counselor triage or a counselor sitting at financial aid)
 - Same counselor mentioned probation on drop-in loses value and it is harder to have a meaningful counseling appointment on drop in (talked about blocking same day appointments for front desk to schedule)
 - Other counselor’s positive - felt drop in worked (1 counselor mentioned they had one virtual drop in where financial aid appeal took long)

Program Updates:

- Articulation- no updates
- Career- job fliers posted on career center website- 3 upcoming career fairs in area- Lenore McDonald scholarship - they need students
- Centro Latino- Offer services daily- Brenda is there. Edwin is there on Tuesdays. Working on a marketing brochure. Attended prior outreach event.
- EOPS- staying open continuing to accept students - 12 units unless SAS 9 units
- FYE- no updates
- Puente- no updates
- Matriculation - no updates
- SAS- please check the website for information (new updates) - put fliers in mail boxes. If students need to see an LD specialist, BCC has availability but the student must be enrolled in a BCC class. COA has a wait list. Laney and Merritt are in the hiring process.

- Transfer- Transfer Day is Wednesday October 11 - schedule everyone is blocked for drop-in- Please email Roniqua if you can volunteer this day
 - September In-Person Tabling events:
 - Chamberlin University 9/7 (10:30am-1pm)
 - CSUEB 9/12 (10:30am-1:30pm)
 - UCLA 9/27 (10am-1pm)
- Umoja/Sankofa- no updates
- Veterans- no updates

Announcements:

- Jackie Custard (Radiology Department Chair) is coming to the next counseling meeting
- As of now, Laura Cheng and LaVora Mathis need to be evaluated- who can volunteer? Frances will evaluate Laura- Counselors requested a copy of LaVora's schedule for evaluation to see who can support with evaluation

Updates from CDCPD:

- Hyflex classes are TBD- depends on technology, but from VPI Cook, probably not going to happen for Spring
- Real Estate and Business are separate departments, as of now, Real Estate does not have a department chair
- This year is an APU year- date TBD
- Shanova Berry is no longer doing student evaluations, please complete process the same and Inga will update us on who will take over

Counselors Requesting the following Speakers:

Nursing
MEDAS
Paralegal
LANHT